

**FEATURING BEST PRACTICES
OF STATE AGENCIES AND INSTITUTIONS OF THE
COMMONWEALTH OF VIRGINIA**

**Provide Electronic Information Systems
Regulant Look-up System**

**Department of Professional and Occupational Regulation
implemented this best practice
in September 1999**

*Qualifying under the
Best Practices catalogue*

3 Provide Capabilities
33 Provide administrative support services
332 Provide electronic information systems

**Best Practice Summary
(how it works, how you measure it)**

Thousands of citizens contact the Agency to verify the licensure individuals licensed by the Department of Professional and Occupational Regulation. The regulant lookup permits citizens for the first time to perform this task anytime from anywhere via the Internet. This service not only provides immediate service to the citizen, it also frees agency staff to assist other customer needs.

Impact on the Process Organizational Performance (OUTCOMES)

Customers who were previously unable to contact the Agency during normal working hours are now able to obtain licensing information 24-hours a day, 7-days a week. This provides information in a manner never before possible to customers never before served.

Best Practice Qualification

There is universal acceptance that this continual INTERNET service offers the best possible service to the public. The ability from any INTERNET computer to verify a contractor's license is the best service possible. The practice uses the most current technology and the department has received numerous positive comments from the general public, local government officials, and other state agencies.

For Additional Information

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